

Meet Tess

Text-based, AI-powered mental health support, available in our app or through text. Created by expert psychologists to help bridge the gaps in modern digital mental healthcare, Tess is approachable, accessible, and can help your team build resilience in the face of stress.



Why Tess?

Tess is a supportive AI chatbot that's available 24/7, for unlimited conversations to help you manage stress, increase self-awareness, build resilience, and discover helpful resources. Tess is secure and confidential, just like conversations with a healthcare professional — no one but you will ever have access to your conversations.

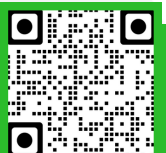


How Tess Can Help You:

- If you're unsure of therapy or counseling but need support, Tess is a great tool and can be a good first step.
- If you have a few days before your first counseling session, Tess can provide relief while you wait.
- If you tried therapy before but wasn't what you expected, Tess is judgment-free, private, and easy-to-use while you reconsider.
- If you need additional support with your counseling, Tess is unlimited and can help bridge the gap.

How to Start Chatting With Tess

- 1 Say Hi**
Start chatting with Tess by texting "hi" to (442) 245-8065.
- 2 Tess Helps**
Tess delivers coping strategies and resources based on what you say.
- 3 Tess Asks**
Like a coach, Tess listens to your needs by asking, "How are you?"



Tess FAQs

How will Tess help me?

Tess is available to connect via text messaging whenever and wherever you need, 24/7. Tess can support you at the moment you are most in need to boost emotional wellbeing and resilience. The support Tess delivers is approved by psychologists and aligned with evidence-based interventions.

Is Tess confidential & secure?

- Your data is as secure as your doctor's notes and can be deleted at any time.
- Tess meets HIPAA healthcare industry requirements to protect your privacy.

Will anyone else see my conversations with Tess?

All transcripts are housed in a secure location and anonymized, so no personally identifiable information is stored. To ensure Tess continues to deliver quality support, a small percentage of de-identified transcripts may be reviewed by a member of the psychology team at Cass.

How is Tess trained?

Tess is trained using a combination of artificial intelligence and expert guidance from psychologists. Tess is always learning through her training from psychologists, and feedback from each person who chats with her. Every new conversation, word, phrase, question, or emotion helps her develop to provide better support.

How is Tess different from other chatbots?

- Tess is rooted in nearly a decade of research. Many chatbots focus primarily on Cognitive Behavior Therapy (CBT). Tess delivers 'integrative support', which means she delivers a variety of interventions to best meet each person's unique needs.
- Tess won't deliver a strategy until it has been reviewed, tested, and approved by psychologists with experience in that area.

How does Tess know if someone is in trouble?

Tess listens for certain words and phrases that indicate strong emotions, such as suicide or self-harm. Tess recommends a crisis line the person can call for help.

Can Tess remember things?

Tess will remember which strategies have been delivered so as not to give the same information twice to the same person. To maintain confidentiality and security, Tess only remembers conversations per a single person's phone number or account. One key way that Tess helps people build resilience is through check-ins. For example, if someone is feeling anxious, Tess may walk them through a deep breathing exercise. Later that week, Tess will reach out to see if the person practiced deep breathing and if they found it helpful.

Who do I contact for technical support?

If you experience any technical issues, please send an email to support@x2ai.com

How do I implement Tess?

You do not need to do any implementation. It all happens behind the scenes. All you need to do is promote Tess to your people with the marketing materials provided to you and they can start chatting with Tess at any time.



EAPHelplink.com | **CODE: IOWA**
(800) 833-3031

